

The Autumn 2016 Tenant's Voice

CEO Welcome

Welcome to the Autumn edition of the **Tenants Voice** Newsletter.

As the weather becomes colder and the days shorter, we start to think about how we can stay warm in our homes.

In this edition of the newsletter we have included several articles that focus on fire safety. As we begin to bring out heaters and electric blankets for the approaching winter months, it is important to consider the safety aspect of using items like this.

We want to ensure that all of our customers are 'fire safe' and have an evacuation plan should there ever be an emergency in your home or building. Now is the time to test your smoke alarms and electrical devices and make sure they are all in working order.

Hume encourages customer participation in a variety of working groups and we are currently asking for volunteers who would like to join our Assets and Maintenance team to review our policies and processes. This is a fantastic opportunity to provide feedback in an area that consistently surveys as being extremely important to our customers.

There are a lot of social activities and neighbourhood events taking place over the next few months. I encourage you where possible to get involved, connect with your neighbours and provide essential feedback on how we can make your neighbourhood a fantastic place to live.

Sincerely,

Nicola Lemon
CEO Hume Housing



Affordable Housing Program

Do you have friends or family that are struggling to find affordable rentals in the private market?

It is no secret that rental costs are increasing, placing further strain on the budgets of Australian families.

Hume has new Affordable Housing properties available for eligible customers to move into in Ashfield, Telopea, Parramatta, Northmead and Merrylands. There are also upcoming developments in Bankstown, Warwick Farm and Fairfield.

Customers living in Affordable Housing properties can expect to pay 20% less rent than in the private rental market.

In order to apply for the Affordable Housing program you must:

- Be an Australian citizen or a permanent resident
- Live in NSW
- Be able to provide ID
- Have a household income within set limits

- Not own property that could help you with your housing needs

If you would like to apply for a current vacancy, be placed on our waitlist for upcoming vacancies or just get more information then contact Housing Options Officers:

Rachel or Belinda

☎ 9685 6807

or email us at:

✉ affordablehousing@humecha.com.au

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Contact Us

Fairfield Office:
Level 1, 119 The Crescent Fairfield
NSW 2165 (02) 9722 4300

Parramatta Office:
4/79 George Street Parramatta
NSW 2150 (02) 9685 6800

🐦 [humehousing](#)

📘 [humecommunityhousing](#)

🌐 [company/hume-community-housing](#)



Kitchen fire safety

Each year Fire & Rescue NSW attends approximately 2,500 kitchen fires - or approximately 56% of all residential fires. More than half of all home fires start in the kitchen.

- NSW Government Fire & Rescue

Is my kitchen fire safe?

The fire services recommend this simple safety checklist:

- Keep children away from hotplates and ovens whilst cooking and consider installing a stove guard.
- Heat cooking oil carefully and slowly in the right size saucepan to avoid fat splatters.
- Turn pot and pan handles inwards so they won't be knocked over.
- Clean your stove grill after each use and clean the range hood filter and all kitchen appliances regularly.
- Install a fire extinguisher and fire blanket in the kitchen and know how to use them. They should be situated at least 1 metre away from the stove and between the

Seniors Aqua Aerobics

Since February, Hume has offered an opportunity for our seniors customers to participate in a weekly private aqua aerobics class on Thursdays at Cabravale Leisure Centre.

The weekly classes, held on Thursdays from 1- 2pm provide an opportunity to connect with other customers, get moving and have fun.

Term 2 starts: 28 April 2016

Cost: \$5 per class

For more information or to participate please contact:

9722 4329

get.involved@humecha.com.au

New Hume Website

Hume is excited to announce the launch of their new website. The site has been developed in consultation with customers and service partners to provide accessible and up-to-date information on services, events, contacts and links to service and industry partners and news. We welcome you to take a look.

www.humecha.com.au



stove and the nearest exit.

- Install non-slip matting around the stove and sink area. If cooking oil catches fire, turn off the hotplate and slide the lid over the pan or use the fire blanket to smother it. If a kitchen fire occurs and you don't feel confident you can put it out, switch off the appliance, leave the premises and call the fire service on Triple Zero (000) from a safe place.
- Ensure that all cooking appliances are turned off after use.
- Don't leave your cooking unattended. If you must leave the kitchen whilst cooking, turn off the hotplate.
- Don't wear clothes with loose fitting sleeves.
- Don't keep your tea towels, oven mitts and other flammable items near the stove or cook-top.
- Don't use water to put out fat and oil fires. Water can cause the fire to spread rapidly and cause horrific burns.
- Don't carry pans of hot or burning oil through the house as this may spread the fire and cause serious injury.

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Hume is responsible for annually checking your smoke alarm

If a Hume team member or contractor request access to your home, to check your smoke alarm, allow them entry at the agreed date and time.

Call us on **02 9727 0688** if you wish to check a contractors credentials or have any questions regarding your smoke alarm

Make sure smoke alarms are installed and working - test them monthly and contact Hume if you have a concern

If you have difficulty hearing, there are alternative smoke alarms that can be used in your home. Discuss this option with your neighbourhood officer or contact Hume's maintenance team on **02 9727 0688**.

Good Neighbour Award



Every newsletter we recognise one outstanding Hume Customer who is nominated by you, Hume's customers. This customer is someone who goes out of their way to help their neighbours and in their community.

This quarter Hume recognises: **Alen Greenwood.**

Voted by his peers, "Alen is a good person and neighbour". He can be seen driving his neighbours to and from the local grocery stores when needed, taking the garbage bins out for those who cannot and is an active member of his community. He also volunteers his spare time with the Cancer Council transporting patients to and from their treatments. Thanks Alen for being an awesome Hume Customer!

Every winner will receive a \$50 gift voucher to a restaurant of their choice. To nominate a Hume Customer pick up a form by visiting our website www.humecha.com.au or from one of our offices. Otherwise call **9722 4329**, or speak to a Hume staff member.

Prize Winners Hume Annual Customer Survey

Thank you to all who took the time to complete our Annual Customer Survey. Your feedback is important in helping us to improve our services.

O Gloding-Jones	B Viraphon
C Issaac	S Nisan
L Leong	C Tadros
M Mousa	A Sesay
HN Thi Troung	N Hamika

Liverpool Community Event

Hume's Community Cohesion and Neighbourhood teams hosted a community event for Hume customers in the Liverpool Local Government Area on the 1st of April.

All of Hume's customers who resides in Liverpool properties were welcomed.

Over lunch, the event was an opportunity to:

- Connect with neighbours
- Share feedback with the Neighbourhood and Community Cohesion teams on Hume's services
- Contribute to the planning for services and community plans.

An SMS was sent out with 30 customers requesting to attend.

Learning and Earning

Hume is committed to supporting our customers to find jobs and build a career. Over the next 12 months, Hume will be exploring opportunities and building partnerships to help customers improve their educational outcomes and find employment. Current initiatives include:

Learning - Hume is building partnerships with TAFE and Colleges to offer free and subsidized training to customers, to be delivered in community including at Hume facilities.

Getting job ready - for customers interested in a career in construction, Hume is offering an opportunity to participate in an 8 week course to get you work ready. Productivity Bootcamp aims to equip participants with foundation skills to enter the Infrastructure industry. Trainees learn and practice skills in formwork, steel, concrete and general groundworks and receive training in safety, injury prevention, attitude, work ethic, communication skills, dealing with different personalities, punctuality and nutrition- all of which affect labour productivity in every industry. For more information see <http://www.productivitybootcamp.com.au/>.

Job opportunities - as part of Hume's social procurement strategy, Hume has negotiated job opportunities with a number of Hume's contractors in the construction and maintenance businesses.

For more information, provide input into the initiative, or to participate in any of these opportunities please contact 9722 4329 or get.involved@humecha.com.au.



Free Mental Health First Aid

This accredited course is open to all Hume Customers free of charge. Mental health first aid (MHFA) is the help provided to a person who is developing a mental health problem, or who is in a mental health crisis, until appropriate professional treatment is received or the crisis resolves. Mental health first aid strategies are taught in evidence-based training programs authored by Mental Health First Aid (MHFA) Australia and conducted by accredited MHFA Instructors across Australia. For more info visit: <https://mhfa.com.au/courses/public/types/standard>

During 2016, Hume customers will have the opportunity to participate in two-day accredited training in Mental Health First Aid. Our next MHFA course will be on:

Date: 15 + 22 June 2016 10am to 4pm

Venue: 15 Sturt Street Telopea/ Parramatta

Date: 20 + 27 October 2016 10am to 4pm

Venue: Claymore (Campbelltown Area) Location to be confirmed.

Please note you must attend both days to be accredited.

We have already delivered three successful courses in Fairfield enrolling over 30 customers. In March, Hume will launch the Go2network, for customers who have completed the training to continue the mental health conversation. The first event will be held at the Fairfield Bowling club and will be opportunity to share experiences, learn new techniques and connect with others.

For more information or questions contact:

Jason Newton

9722 4329

jason.newton@humecha.com.au



Are you fire safe?

- Have an escape plan in place, practice it and make sure your family/carer knows about it - it's particularly vital for people with reduced mobility to practice their escape plan. Where possible know two safe ways out of every room in your home.
- When at home, leave keys in or near deadlocks so that you can quickly escape in an emergency.
- Don't fight the fire - get out and stay out and dial Triple Zero (000) immediately. Never assume that somebody else has done so.
- Close internal doors when leaving your home to reduce fire spread.
- Smoking in bed is dangerous. NEVER smoke in bed.
- Have an approved electrical safety switch (residual current device) installed.
- Don't overload power points.
- Switch off small appliances when not in use.

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Customer Participation



Hume is recruiting customers to participate in a number of exciting opportunities to get involved in Hume's decision making, have input on policy and service issues, and help plan community cohesion activities and maintenance and assets.

Tenants' Voice, a group of committed Hume customers, meets bi-monthly on the third Thursday of every month to ensure Hume is providing the right services at the highest quality and quantity to meet customers' needs. The group meets to:

- Discuss and review policies and procedures
- Work on volunteer projects
- Plan Social Club events
- Learn new skills like Mental First Aid and Group facilitation
- Attend advocacy workshops
- Learn about services

Upcoming meetings:

20th May 2016 10:30am - 1pm
Hume Fairfield Office

29th July 2016 10:30am - 1pm
Hume Fairfield Office

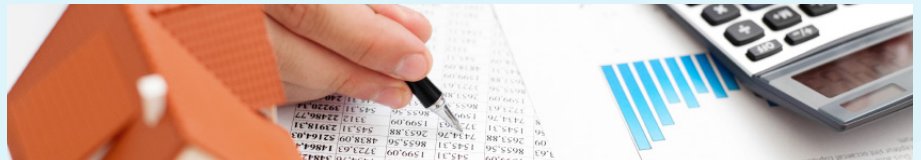
If you would like to start up your own meeting in your complex or neighbourhood, please contact the Community Cohesion team who will assist you to get started.

Maintenance and Assets - Hume is currently recruiting customers who are interested in having input and getting involved with Hume's Maintenance and Assets team. Customers will work with the team to jointly:

- Review policies and processes
- Scrutinise services
- Undertake customer satisfaction and quality assurance initiatives
- Undertake reviews and planning

Taking a lead role - for customers interested in taking a leadership role in their community, Hume is offering scholarships to attend one day training workshops at NSW Federation of Housing Associations.

If interested in getting involved or hearing more about any of these initiatives, please contact **9722 4329** or by email on get.involved@humecha.com.au



Changes to the way Hume manages your Rent Reviews

Rent Subsidy Reviews

We have made some changes to the way that we manage your Rent Subsidy Review. Hume must review the level of rent paid by a customer at least every six months. We usually conduct a Rent Subsidy Review for every customer at the same time of the year - in March and September.

To improve services to our customers we are now processing Rent Subsidy Reviews in smaller batches and we conduct assessments all year round.

What this means for me?

Nothing will change for you except your rent subsidy review may fall at any time during the year. We will still write to you every six months and ask you to complete and sign Form-A-Rent Subsidy Application. You need to return this form within 21 days, telling us about any changes to your circumstances, and provide proof of income for yourself and all other household members aged 18 years and over. If you don't return these documents by the due date your rent subsidy will be cancelled and you will be charged the Market Rent.

IMPORTANT:

- If you receive rent subsidy and there is a change in your household income, or someone leaves or joins your household, you must advise Hume within 21 days.
- You can apply for a rent subsidy at any time.

Market Rent Review Notification

We have also changed the way that we notify you of changes to your Market Rent. From March 2016, the Market Rent Review will be carried out separately to your Rent Subsidy Review.

When your Market Rent has been reviewed we will write to you providing 60 days notice in regard to any variation in the Market Rent amount. This will not affect your Rent Subsidy and the rent you pay will not change until your next Rent Subsidy Review.

Social Club

In consultation with Tenants Voice and Fairfield Council, Hume has some exciting Social Club events planned for the first half of 2016. The events have been planned to take advantage of community celebrations, school holidays the new state of the art youth centre in Fairfield and provide a chance to be a tourist in your city.

Family Fun Day

Date: Friday, 22 April 2016

Venue: Fairfield Action Park, Vine Street, Fairfield

Cost: \$12 for adult and \$8 per child (includes rock climbing, swimming, trampoline, treasure hunt and lunch)

Discover Darling Harbour

Date: Wednesday, 4 May 2016

Venue: Entrance, tour and lunch of the Chinese Gardens, Darling Harbour and the Maritime Museum

Cost: \$30 (includes transport, admission and lunch at Chinese Garden and entrance to special exhibits and boarding of the naval vessels at the Maritime Museum.) Hume will provide transport in the morning from Fairfield and Telopea.

Lunch and Barefoot Bowls

Date: Friday 3 June 2016

Venue: Mounties Bowling Club

Cost: \$10 for Adults

Social Club events are open to all Social Club members, if you are interested in attending or joining the Social Club, please contact **9722 4329** or get.involved@humecha.com.au